

CLAIMS

What is claimed is:

1. A communication system comprising:
data network containing information which is accessible by system users in
5 connection with the data network;
a server in connection with the data network comprising:
a website accessible by the system users over the data network, where the
web page includes an audio communications interface for establishing an audio
connection between the system user and an available service agent; and
10 a processor which processes the audio communication between the system
user and the service agent, and receives and stores in memory a version of a at least
one web page from the website which the system user has viewed, wherein the at
least one web page includes a web page which the system user is currently viewing
as well as any web pages which the system user has previously viewed in a particular
15 domain;
a telephone system which receives the audio communication from the processor and
assigns it to the service agent; and
a service agent interface, which upon assignment of the audio communications to the
service agent, receives a broadcasted, interactive version of the at least one web page from
20 the processor.
2. The system of claim 1 wherein the data network is the worldwide web.
3. The system of claim 1 wherein links included in the version of the web pages
which the system user is viewing and has viewed are active and provide access to the data
network.
- 25 4. The system of claim 3 wherein the reconstructed web pages include all
hypertext links and includes at least one of: I.P. address, cookies, login ID, password, any
hidden HTML tags, and Java applets.
5. The system of claim 1 wherein the telephone system is a PBX system which
assigns telephone connections based on the service agent availability.
- 30 6. The system of claim 1 wherein the telephone connection is established through
Surf&Call technology.
7. The system of claim 1 wherein the interactive version of the at least one web
page is delivered to the service agent using PUSH technology.

8. The system of claim 1 wherein the service agent user interfaces and the automated telephone system are incorporated into a local area network (LAN).

9. The system of claim 1 wherein user interfaces which the system users employ to connect with the data network include a system user web browser plug-in which converts the at least one web page to HTML language.

10. The system of claim 1 wherein the service agent interfaces include a service agent web browser plug-in for receiving the broadcasted, interactive version of the at least one web page.

11. The system of claim 9 wherein the system user web browser includes the converted at least one web page in an E-mail message to the processor which includes a Caller ID for the system user and at least one of: hypertext links, I.P. address, cookies, log-in I.D., password, Java applets, and any hidden HTML tags. Along with the text and information for cash of the web pages visited by the system user under the domain.

12. The system of claim 11 wherein the E-mail message includes a plurality of information segments wherein the information segments include:

a length in bytes for the Caller ID;

the Caller ID in HTML;

a length in bytes for each of the at least one web page; and

~~the converted at least one web page.~~

13. A method of establishing communication between a system user and an available service agent over a data network comprising the steps of:

providing a website on the data network which includes the functionality to establish a telephonic connection;

5 accessing web page on the website and choosing to establish the telephonic connection;

converting the web page being viewed by the system user and any web pages previously viewed in a particular domain to HTML language;

10 creating an E-mail message which includes the converted web pages and an ID for the telephonic connection;

placing the telephonic connection in a queue for delivery to the available service agent;

upon transmission of the telephonic connection to the service agent, identifying the E-mail message according to the ID and reconstructing the web pages; and

15 broadcasting the web pages to a user interface for the service agent substantially simultaneously with receipt of the telephonic connection.

14. The method of claim 13 wherein the data network is the worldwide web.

15. The method of claim 13 wherein the reconstructing of the converted web page includes all active links for moving through the data network.

20 16. The method of claim 13 wherein the telephonic connection is established through IP telephony.

17. The method of claim 16 wherein the telephonic connection is established using Surf&Call.

25 18. The method of claim 13 wherein the transmission of the web page is performed using PUSH technology.

19. The method of claim 12 wherein the E-mail message includes the ID and at least one of: hypertext links, I.P. address, cookies, log-in I.D., password, Java applets, and any hidden HTML tags from the converted web page.

20. An apparatus for providing communication between a system user with access to a data network and an available service agent, comprising:

a server connected to the data network, wherein the server comprises:

a website which is accessible by the system user and includes icons which when selected by the system user initiate a process for establishing audio communications with the available service agent; and

a processor that provides a connection for the audio communication to a remotely located telephone system and stores a converted version of a web page currently being viewed and any web pages previously viewed in a particular domain by the system user in memory; and upon establishment of the audio communication to the available service agent, reconstructs and broadcasts the web pages in the memory to a service agent interface associated with the available service agent.

21. The system of claim 20 wherein the data network is the worldwide web.

22. The system of claim 20 wherein links included in the reconstructed web pages are active and provide access to the data network.

23. The system of claim 22 wherein the reconstructed web pages includes all hypertext links I.P. address, cookies, log-in I.D., password, any hidden HTML tags, and Java applets.

24. The system of claim 20 wherein the telephone system is a PBX system which assigns telephone connections base on the service agent availability.

25. The system of claim 20 wherein the telephone connection is established through Surf&Call technology.

26. The system of claim 20 wherein the reconstructed web page is delivered to the service agent using PUSH technology.

27. The system of claim 20 wherein user interfaces which the system users employ to connect with the data network include a system user web browser plug-in which converts the web page being viewed and web pages previously viewed by the system user to HTML language.

28. The system of claim 20 wherein the service agent interfaces include a service agent web browser plug-in for receiving the reconstructed and broadcasted web pages.

29. The system of claim 27 wherein the system user web browser includes an ID for the system users in the converted web pages in a message to the processor and at least one of: hypertext links, I.P. address, cookies, log-in I.D., password, Java applets, and any

hidden HTML tags. Along with the listed information for each of the web pages visited by the system user under the domain.

30. The system of claim 11 wherein the message includes a plurality of information segment wherein the information segments include:

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a length in bytes for the Caller ID;

the Caller ID in HTML;

a length in bytes for each of the at least one web page; and

the converted at least one web page.

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